



Preparing for your appointment

Congratulations on taking charge of your health! Californians for Patient Care has some tips for you to help make the most of your upcoming appointment.

Before your appointment:

Call the facility where you are scheduled to be seen. Ask them:

- What type of identification will you need?
- Is proof of income required? If so, what type of documentation do they require?
- What else do I need to do prior to my appointment? Anything else I need to bring?
- After speaking with the facility where you will be seen, prepare a complete list of all medications you are taking, include any over-the-counter medicines/supplements/vitamins along with any medications you are allergic to.
- Bring information on any surgeries or recent medical treatments and your family's health history; for example, have any members of your family had heart disease, cancer, or diabetes?

At your appointment:

- Request a language interpreter if you need one. All Medi-Cal and Medicare plans in California are required to provide you with a language interpreter if requested. Medical interpreters are trained to translate health information correctly and they must keep your information private.
- Know your healthcare rights. You have the right to:
 - Be treated with dignity and respect.
 - Be protected from discrimination.
 - Receive accurate and easily understood information about your health plan, healthcare professionals and healthcare facilities.
 - A choice of healthcare providers that is sufficient to provide you with access to appropriate high-quality healthcare.
 - Learn about all of your treatment choices and participate in treatment decisions.
- In addition to your healthcare rights, you have Medicare rights (if you are a Medicare patient). You have the right to:
 - Access doctors, specialists and hospitals.
 - Have your questions about Medicare answered.
 - Get information in a way you understand from Medicare, healthcare providers, and under certain circumstances, contractors.
 - Get emergency care when and where you need it.

- Get a decision about a healthcare payment or service, or about prescription drug coverage.
- Get a review of certain decisions about a healthcare payment or service, coverage of services or prescription drug coverage.
- File a complaint (including a complaint about the quality of your care).
- Have your personal and health information kept private.
- Appeal a hospital discharge if you feel you are too sick to leave; even if you are in a Medicare Advantage plan.
- If you are given a prescription, take detailed notes during your exam to ensure that you understand exactly how and when the medication should be taken. If the directions are confusing, ask your health professional to show you how to take the medication.
- Ask your health professional if there are any preventive care treatments that you should receive – vaccinations, screenings, etc. and then make another appointment to get them.
- Ask for and maintain copies of your medical records.

After your appointment:

- Follow instructions for your care exactly.
- Take all medication as prescribed.
- If you do not understand or remember what you are supposed to do, call and speak to someone who can help you.